Frederick County Government

Division of Human Resources

www.FrederickCountyMD.gov/jobs

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Frequently Asked Questions (FAQs)

Q. What is NEOGOV?

A. NEOGOV is an online hiring system that allows applicants to create a user account/profile, apply for current job opportunities and check the status of their candidacy all online! This system has allowed the Frederick County Government recruitment and selection process to become fully automated.

Q. Where do I begin?

A. Everything starts at our Frederick County Government, Human Resources web site, There you will find links to Job Opportunities, an Online Employment Application Guide, and Online Help for Getting Started. Above all, remember to keep a record of your username and password once you have set up an account. You will need it to apply for other positions or to check the status of your application. Also, when you re-enter the system, you will need to input this information exactly as it was originally entered.

Q. What if I don't have computer / internet access?

A. There are a number of ways to access Frederick County Government's online hiring database:

- Three computers are available in the Division of Human Resources during regular business hours (Monday-Friday; 8:00 a.m. - 4:00 p.m.). Our employment office is located on the 1st floor of Winchester Hall, 12 East Church Street,
- You may also use the public computers located at all Frederick County Public Libraries. Evening and weekend hours are available. CLICK HERE to see a listing of library branches and their hours.
- You may also use the resources available at the Frederick County Workforce Services offices located on Spectrum Drive. For information regarding Frederick County Workforce Services, visit their website at www.FrederickWorks.com.
- Family and friends may also have Internet access available for you to use.

Q. How do I get help with completing the online application form and accessing the database?

A. Human Resources is committed to ensuring that this process is easy and user-friendly. To help applicants, the following resources are available:

      a. Online Application Guide

      b. Getting Started

   Live help from Human Resources during regular business hours:
   Monday – Friday; 8:00 a.m. - 4:00 p.m.,
   Phone: (301) 600-1070
   Email: Human_Resources@FrederickCountyMD.gov
   In-person: Winchester Hall (1st floor), 12 East Church Street, Frederick.

Q. How do I access my on-line account once it has been established?

A. Once you have established your account, you may access your account by clicking "Applicant Log-in" located to the left of this page. You may check the status of your application(s), update your application(s), or create a new application, and view all jobs that you have applied for.

Q. Who do I contact if I have issues accessing my on-line account?

A. If you are having issue with your login or have forgotten your password, use the 'forgot my password' link that is directly below the username/password login box. The system will generate an email with that information. Since email is not 100%, please be sure to check your spam/junk mail folders and also add info@governmentjobs.com and info@neogov.com to your 'safe sender' list. If you still do not receive the email notice then you contact NEOGOV Customer Support at (310) 426-6304 and follow the prompts for 'applicant' assistance.

Q. When is the Job Opportunities list updated? I don't want to miss my chance to apply.

A. The list is updated every business day; however, our minimum run-time for a recruitment is 10 business days. If you can check our Job Opportunities list at least once every 7 days, you will know of all Frederick County job opportunities in ample time to apply before a deadline. HINT: If you check your own e-mail frequently, set up a 'Job Interest Card', noting which specific job categories are of interest to you. Each time a job opens in that category, you will receive email notification.

Q. Can I apply for a job that isn't advertised now?

A. No. We are only able to process applicant information submitted in response to a specific advertised vacancy. If you wish to receive email notification when a job you are interested in becomes available, sign up for the 'Job Interest Card' service.

Q. Can I apply for a Frederick County job by e-mail?

A. No. The Frederick County Government recruitment process is fully automated. Applicants must login to the Frederick County Human Resources website or Governmentjobs.com to apply for Frederick County Government positions. Applications submitted via postal mail, email, fax or hand-delivered will not be accepted.

Q. Can I apply with a resume instead of an application form?

A. No. A resume will not be accepted in lieu of an application form. A resume may be attached to our required online application form; however, it may not be used as a substitute for completing any part of our application package.

Q. An email address is required to complete the online application form. How do I get an email address?

A. If you do not already have an email address, free email is available through a number of providers. Though we cannot endorse any particular vendor, you may want to click on these links for more information: MSN Hotmail, Yahoo Mail, and AOL AIM Mail.

Q. Can I apply for more than one job?

A. You can apply for each position that you are interested in. If the job you apply for is posted open continuous, you can reapply every 180 days.

Q. What is the deadline date to apply for a job?

A. Each position will be posted with a specific deadline date to apply. Applications must be submitted to the Human Resources office no later than the close of business (4 p.m.) on that deadline date. Applications will not be accepted after the 4 p.m. deadline date; however, if the position you are applying for is open continuous, you may submit your application any time. NOTE: If submitting your application form on the advertised deadline date, please give yourself enough time to update your application materials, answer the required agency-wide questions and supplemental questions prior to the deadline date. Submission of your applications materials will take approximately 1 minute; therefore, you must click the "submit" button 1 minute prior to 4 p.m.

Q. Can I add additional information to my application after the closing date?

A. No. Changes can only be made to your application prior to the closing date.

Q. How will I know whether I am being considered for the job?

A. Human Resources staff will send you notification at every step of the recruitment and selection process. Notification will be sent within 10 business days of the completion of each step in the recruitment and selection process.

HINT: If you have created a username and password under the Applicant Login section and have applied for the position via Governmentjobs.com, you will be able to login to check your application status at any time. You will also be able to provide preference as to the method of your notification – email or paper (postal mail).

Q. When a job is continuous, what does that mean?

A. Interviews begin right away when a "continuous" recruitment is posted, and continue day-by-day until the vacancies are filled. When the position is offered to a candidate, the recruitment is closed out and no further interviews are held. If a job that interests you is listed as "continuous", apply right away!

Q. How are volunteer activities and/or experience considered when rating applications?

A. Volunteer activities and/or experience may be considered if the qualifications and requirements clearly indicate that volunteer experience will be accepted. When **"work experience"** is stated as a requirement, this is specific reference to on-the-job experience as a paid employee. In most cases, if unpaid experience is acceptable, the job announcement will clearly state so.

Q. Are internship positions considered when rating applications?

A. Internship experience may be considered if the qualifications and requirements clearly indicate that unpaid experience will be accepted. When **"work experience"** is stated as a requirement, this is specific reference to on-the-job experience as a paid employee. In most cases, if unpaid experience is acceptable, the job announcement will clearly state so.

Q. Will you hold my application on file for future vacancies?

A. No, your application becomes part of the records for the hiring process in which you have applied. However, at the discretion of Human Resources, candidates on the Eligible List from any hiring process may be contacted in future months regarding related employment opportunities with Frederick County Government.

Q. What is an eligible list?

A. All applicants who meet the requirements for the position they applied for, including passing any associated examination process are placed on the eligibility list for that position, typically for a six-month period.

Q. How long will my name be on the eligibility list?

A. Open eligibility lists typically remain active for six months. However, at Human Resources discretion the list may be either cancelled earlier than six months, or extended for longer than six months.

Q. Will the eligibility list be used for other Frederick County Government departments?

A. Any Frederick County Government department may opt to use an eligibility list established by Human Resources if it meets the needs of the vacant position.

Q. What does Exempt and Non-Exempt mean?

A. "Exempt" positions are salaried. They are not subject to overtime rules in the Fair Labor Standards Act (FLSA). "Non-exempt" positions are paid by the hour and are eligible for overtime pay. They are subject to the overtime rules in the FLSA.

Q. What is a "Promotional" opportunity?

A. A promotional opportunity is only open to "regular" Frederick County employees and "probationary" Frederick County employees as defined in the Frederick County Personnel Rules. Promotional opportunities are advertised under the "Promotional Opportunities" section of the Frederick County Government Job Opportunities webpage.

Q. Where else can I check Frederick County's job opportunities?

A. Be sure to use a Frederick County Government (Human Resources) source for our current job opportunities, so you always have up-to-date information. The current list can also be viewed at:
- FCG TV (cable channel 19, Frederick);
- Human Resources office, during business hours;
- Governmentjobs.com; and
- Frederick News Post newspaper (Frederick County Government display ad every Sunday)

Q. My college degree is from a school outside the USA. Does that make a difference?

A. Employment applicants whose degree is from outside the United States must submit a certified Education Credential Evaluation at the time of application, verifying that their degree equates to the requirements stated for the referenced position. Sources for this service can be found on the Internet. The applicant is responsible for any fee charged.

Q. Will Frederick County Government pay my relocation costs or reimburse for travel expenses?

A. No. Frederick County Government will not pay for relocation costs or reimburse for the cost of travel required to attend an interview.

Q. How do I apply to work for Frederick County Public Schools?

A. Frederick County Public Schools is a different employer. Visit the Frederick County Public Schools website.